



BID BULLETIN No 1
RFP-BD23-034

Tender: *“Provision of food and catering services”*

Date: 05.06.2023

Note: IOM encourages all Bidders to read Term of Reference and Technical Specifications thoroughly.

No	Question	IOM official response
1	Shall the cleaner for the cafeteria be provided by IOM?	No, all the staffs for the cafeteria to be provided by the service provider.
2	Shall the buffet menu for two weeks for the technical proposal have any variation or would be same?	It should have variation but must consist of the basic items as defined in the RFQ.
3	Shall the service provider get any daily estimation/pre-order for the daily meals?	It will be a subject to the survey on the IOM staffs and later to be discussed with the awarded bidder.
4	What would be the opening and closing time of the cafeteria?	Ideally it should be by 8.00 AM to 6.30 PM during all the working days. Cafeteria will be closed on the weekends and UN listed holidays.
5	Who will provide the necessary equipment for the cafeteria?	All the equipment will be provided by IOM which will be handed over to the awarded bidder for using inside the cafeteria and he will be liable for those equipment during the service tenure as per contract. If any additional equipment is required, service provider will notify IOM.
6	Shall there be any frozen item in the cafeteria?	Frozen items such as Ice-cream, beverage, juice and others could be kept for sale.
7	Shall any body other than IOM staffs allowed in the cafeteria?	Only the IOM staffs and the staffs from other UN agencies shall avail the service from the cafeteria.
8	What shall be the payment process for the food?	Payment will be made by the individual staff instantly through cash/online. If any order is served to IOM for official purpose, IOM shall pay as per IOM compliance based on the invoice submitted by the service provider.
9	Who will bear the expenses for the utilities?	The service provider will arrange the cooking gas. IOM will bear the expenses for electricity and water.
10	Shall there be scope of selling food on parcel modality?	Yes, it could be sold on order basis only to the IOM staffs and staffs from the other UN agencies.